



Resource Advocate - Minneapolis

Volunteer or Internship Position Description

Position & Responsibilities

Role Summary

Tubman Resource Advocates implement person-centered and culturally grounded practices to people of all ages, genders, and backgrounds through safety planning, connection to Tubman services, and referrals to community organizations. Resource Advocates deliver empathetic guidance via phone, e-mail, and in-person to individuals seeking legal services and other resources. Remote option available.

Impact & Benefits

- Implement effective and engaging options to people facing a range of challenging circumstances related to violence and/or other forms of trauma
- Offer resource options that work toward removing barriers and ensuring equitable access to services

Position Responsibilities

- Gather information to screen for client eligibility for Tubman's Pro Bono Representation and Self-Represented Legal Clinics
- Refer clients seeking Orders for Protection or Harassment Restraining Orders to Tubman legal advocates or community providers
- Provide support, advocacy, and information about Tubman programs including legal, shelter, housing, mental & chemical health, youth, outreach, and other programs
- Connect clients to community partners for additional services and basic needs resources

Qualifications & Expectations

Position Qualifications

- Ability to work well under pressure, independently, and remain calm in response to those experiencing crisis and/or trauma
- Strong two-way communication skills, including active listening and the ability to respond appropriately to client needs
- Ability to work with diverse teams and clients to foster a culturally inclusive environment
- Demonstrate initiative and the ability to be flexible and creative while working in a fast-paced environment
- Uphold an openness to learning and commitment to enhancing skills through training, supervision, and coaching
- Ability to maintain a working knowledge of community resources
- Comfortable using a computer including basic computer programs, researching the internet, utilizing excellent organizational skills, and writing professional emails

Black, Indigenous, and people of color, multilingual speakers, people of all gender identities, people with disabilities, and veterans are all encouraged to apply.



Time Commitment & Availability

- 8 hours/week for a minimum for 9 months preferred, including orientation and training
- Available shifts: Monday-Thursday 9 am-1 pm & 1-5 pm; Fridays 9 am-1 pm & 11 am -3 pm

Supervision & Training

- Attend Tubman's five-part Intern/Volunteer Orientation and Training series
- Supervision provided by the Community Outreach Manager

Organization

Tubman offers safety, hope, and healing to people of all ages, genders, and cultural backgrounds who are facing relationship violence, sexual assault, exploitation, homelessness, addiction, mental health challenges, or other forms of trauma. We provide safe shelter and housing, legal services, mental and chemical health services, youth programs, and more. www.tubman.org

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